REMARKS

Applicants have now had an opportunity to carefully consider the Examiner's comments set forth in the Office Action of July 2, 2003.

All of the Examiner's rejections are traversed.

Reexamination and reconsideration are respectfully requested.

The Office Action

Claims 1-20 were presented for examination.

Claims 1-20 are rejected under 35 U.S.C. 102(b) as being anticipated by McGuire et al. (U.S. Patent No. 4,404,639), Zak et al. (U.S. Patent No. 5,265,207), or Mii (U.S. Patent No. 5,282,127).

Claims 1-20 are Distinguished From the Cited Art

The present application teaches a method for ordering parts for a machine being serviced within an e-commerce environment, a method for communicating an order for a replacement part from a product being serviced to a remote location via a network, and also teaches a system for ordering parts for a machine.

McGuire et al. discloses an automotive diagnostic system that involves analyzing vehicles that come into a plurality of different service stations, where each station may follow different procedures. The present application, however, teaches an internal system that is specifically designed to analyze the company's product(s). McGuire et al. further requires each individual customer to supply some pertinent information regarding the car and/or problem. Whereas, here, the method for ordering parts does not require involvement from customers. Additionally, McGuire et al. requires that the dealer refer to the manufacturer's manuals to identify information for each particular car to be serviced, and to further identify the exhaust specification decal on the vehicle being serviced (col. 11, lines 37-40). Unlike McGuire et al., the present application teaches a method for ordering parts that reduces the potential of human error in the process (page 2, lines 19-25). McGuire et al. discloses in multiple places where human effort is required to enter data, analyze data, etc. (col. 3, lines 44-52; col. 4, lines 58-66; col. 12, lines 40-42). Moreover, McGuire et al. requires that once the vehicle has already been analyzed, the problem found and fixed, the vehicle must again be put on the analyzer to

determine if there are any other problems (col. 12, lines 11-55).

Zak et al. discloses a parallel computer comprising a plurality of processors and an interconnection network for transferring messages among the processors. Zak et al. relates specifically to processing within parallel computing systems (col. 1, lines 25-26), and further deals in detail with a command processor, diagnostic processor, and a communications network. Zak et al. further goes into detail regarding the many types of processing involved in the invention. However, the present application teaches an on-site e-commerce parts ordering system from the product being serviced. The present application further integrates the user interface and service documentation with the parts ordering, by allowing orders to be placed at the site.

Mii discloses a centralized control system that deals with the day-to-day operational data of a machine regarding paper, toner, developer, etc. (col. 4, lines 61-68). The centralized control system in Mii continuously monitors and collects data from the machines and continuously sends out this information (col. 7, lines 36-42). The present application describes the concept of incorporating and directly linking service documentation procedures to e-commerce parts ordering from the product being serviced via the on-board diagnostic aids that are available. The present application allows the user to order replacement parts via a secure Internet connection, while the parts replacement documentation could be accessed globally from a remote host and maintained with up to date information. This process provides an opportunity to streamline the parts replacement process and connect into existing remote diagnostic applications.

Claim 1 of the present application teaches a method for ordering parts in an e-commerce environment where diagnostic data is transmitted to a host computing device allowing the identification of a part(s) to be replaced within the machine. Included in the identification step is identifying the part to be replaced as either a non-replaceable component in a replaceable sub-assembly or as a replaceable component part. In addition, the present application teaches determining retrofit information for the part(s) to be replaced. Therefore, the present application actually is doing the ordering of the replacement part(s), whereas none of McGuire, Zak et al. or Mii teaches the ordering process, providing the needed information to replace the part(s), and identifying the retrofit information of the replaceable part(s). Further,

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the references do not teach determining whether the non-replaceable component(s) is part of a replaceable sub-assembly, and, then identifying the part as the sub-assembly, for replacement purposes, as now claimed in claim 1. It is noted similar limitations are found in claim 16 which depends from independent claim 15.

Independent claims 9 and 15 of the present application further teach the method of identifying the part(s) to be replaced, updating the part information with the retrofit information, and ordering the part(s) to be replaced. As noted above, these concepts are not taught or fairly considered by the cited art.

Furthermore, the present application allows a part to be identified by viewing a graphical representation of the machine on a display device, then, via a pointing device, the user can point to an area on the monitor displaying a section of the machine including the part. The user can then magnify that portion of the machine and select the part to be replaced. It is submitted the cited references do not provide for this same type of part identification, as claimed in claims 8, 13 and 20.

Therefore, it is respectfully submitted that claims 1, 9, and 15 are distinguished. As claims 3-8, 10-14, and 16-20 refer to and further define these now distinguished claims, it is submitted that these claims are also distinguished. Further, as claims 8, 13, 16 and 20 are shown to provide additional limitations not shown in the cited art, they are considered distinguished also for these reasons.
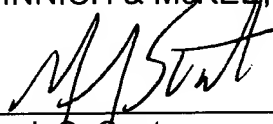
CONCLUSION

For the reasons detailed above, it is respectfully submitted all claims remaining in the application (Claims 1-20) are now in condition for allowance. The foregoing comments do not require unnecessary additional search or examination.

No additional fee is believed to be required for this Amendment A. However, the undersigned attorney of record hereby authorizes the charging of any necessary fees, other than the issue fee, to Xerox Deposit Account No. 24-0037.

In the event the Examiner considers personal contact advantageous to the disposition of this case, he/she is hereby authorized to call Mark S. Svat, at Telephone Number (216) 861-5582.

Respectfully submitted,

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